



CITY OF FALLS CHURCH

RECRUITMENT ANNOUNCEMENT

Development Process Manager

The City of Falls Church is recruiting for a Development Process Manager who will be responsible for managing the provision of frontline services to the public in an office environment for the processing of permits, development applications, bond release requests, grading plans, etc. and advising applicants of permit status.

Responsibilities:

- Facilitates coordination between and manages the administrative support and application processing for the Planning and Administration, Building Safety and Zoning Divisions.
- Provides overall quality control focus and in-house problem-solving.
- Coordinates with the Department of Environmental Services Engineering Division for plan intake.
- Provides administrative support to the Zoning Administrator for the Board of Zoning Appeals.
- Encourages excellent customer service; citizen phone calls, walk-ins and permit applicants.
- Develops capacity of the Counter to be a “one-stop shop” for customers and central point of coordination for development applications.
- Facilitates Bond Refund Requests, including coordination with Treasurer and Finance Division.
- Supervises Counter staff and establishes the overall direction as well as standard operating procedures for the Application and Permit Processing Counter.
- Creates and maintains databases to track variances, special use permits, appeals, rezoning, and special exceptions.
- Oversees general office management tasks such as reorganizing the office, ordering office supplies, file management, etc.
- Develop forms and informational handouts.
- Completes Website and City of Falls Church net posting and serves as department liaison to Citywide IT function.
- Plans, assigns, coordinates and reviews the work of assigned personnel.
- Monitors, develops and administers customer service activities.
- Trains and cross-trains staff.
- Performs related tasks as required.

Qualifications:

- BA/BS Degree in business administration, accounting, or related field; an equivalent combination of training and experience may be considered.
- Experience in permits issuance or customer service operations.
- Comprehensive knowledge of the functions of permit issuance, construction and construction code oriented work office setting.

- Considerable knowledge of the procedures for filing and processing building, and zoning applications.
- Ability to work well under time constraints and conflicting priorities, to meet the public effectively and solve problems within the scope of responsibility.
- Establish and maintain effective working relationships with associates and follow oral and written instructions.
- Demonstrated ability to plan, organize and direct the work of subordinate employees, establish and maintain effective working relationships with other department officials, associates and the general public, and to prepare and maintain complex databases.

Salary & Benefits: \$49,128+, depending on qualifications. Includes comprehensive benefits package including health insurance, dental insurance, pension plan, deferred compensation plan, flexible spending account, college savings plan, life and long-term disability insurance, paid holidays, vacation and sick leave, free parking, credit union membership, and more.

See www.fallschurchva.gov for additional information.

To Apply: Submit a resume or application to the City of Falls Church, Human Resources Division, 300 Park Avenue, Falls Church, VA 22046, or via e-mail at hr@fallschurchva.gov. Open until filled.

For questions about this recruitment notice, please email the address above or call Persephone' Robinson, Human Resources Analyst, at (703) 248-5006.

Equal Opportunity Employer: The City of Falls Church does not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, age or disability.

Reasonable Accommodation: The City of Falls Church is committed to the letter and spirit of the Americans with Disabilities Act. During the selection process, applicants with disabilities may request reasonable accommodation with the agreement of the Human Resources Division. Requests should be directed to the Human Resources Division.

All City Facilities Are Smoke Free

09/10

VA 11.14